

Volume IV - User ID and Password

Purpose

This volume highlights key aspects of the User Registration process for obtaining a User ID and password to access the USCIS E-Filing system. In this section the following topics will be addressed:

- [Registration Process](#)
- [User Account Registration Guidelines](#)
- [Establishing a User Account](#)
- [Establishing a User ID](#)
- [Establishing and Maintaining a Password](#)

Registration Process

User account registration required for submitting applications through E-Filing. Do not register for an E-Filing User Account until you have verified E-Filing is a right choice for you and your needs.

- Read all general and form-specific E-Filing instructions thoroughly.
- Ensure that your individual case and immigration form requirements can be e-filed before registering.

User Account Registration Guidelines

The following guidelines apply when registering in the E-Filing system:

- You are required to complete a personal information page to create your User Account.
 - Fill out all fields that are applicable to you.
 - You must fill out all required fields (e.g., Required Fields are marked with an Asterisk (*)).
- You are required to self-register with a User ID, Password, and Hint Type Question and Response to establish a user account.
 - Make sure <Caps Lock> key is turned off when typing in your User ID and password.
 - You will not be allowed to create a User ID that has been previously established by another user.

- An email notice will be sent to the email address identified in your User Account profile to notify you of your registration and any updates to your User Account.
 - Your E-mail address must be provided and it must have the following parameters:
 - Less than or equal to 30 alphanumeric characters.
 - There can only be one “.” after the “@” symbol.
 - Confirmation of your E-Filing User Account registration will be e-mailed to your e-mail account within 24 hours of your registration.
 - Your e-mail address will ONLY be used for e-mailing your account registration information. You will NOT receive information on the status of your application or account.

Establishing a User Account

You will use the **Create Account** registration web page to create a User Account, which is accessed through the [Log In to E-Filing](#) (<https://egov.immigration.gov/efile/>) web page.

Establishing a User ID

To establish a new User account, select the [I am a New User](#) web link from the Log in to E-Filing web page.

Log in to E-Filing

Please enter your User ID and Password and select **Log in** to begin using the E-Filing system. If you are a new user, please select, "I am a new user" to create an account.

Please provide information for the terms * marked below.

➤ Select [here](#) to view the detailed User ID and Password instructions.

From the Create Account web page, you should follow the below E-Filing User ID guidelines to avoid system errors:

- User ID must contain between **6 to 16 alpha-numeric** characters;
- User ID must contain **no spaces**; and
- User ID is **case sensitive** (e.g., upper and lowercase alphanumeric values).
 - *Examples of User IDs:*
 - Pollyanna14,
 - 632bicycle4pedal,
 - ha7ppy,

Establishing and Maintaining a Password

Creating a Password

Follow the below E-Filing password guidelines to avoid system errors:

- Password must contain **8 to 16 alpha-numeric** characters;
- Password is **case sensitive**;
- Password must contain **at least 2 of the following 3 types of characters**:
 - Uppercase alphabetic,
 - Lowercase alphabetic, or
 - Numeric;
- Password must contain **at least 1 special character**:
 - @ # \$ % ^ & * = +
- Password must **begin and end with an alphabetic character**:
 - a, k, m, r, etc.
- Password **cannot contain or use**:
 - Spaces;
 - All or part of your User ID; or
 - 2 identical characters consecutively (e.g., “gg” or “66”).
- *Examples of Passwords:*
 - Twink<1959k
 - StarWars=4ever

Forgotten or Reset of Password

If you forgot your password, select the [I Forgot my Password](#) web link from the Log in to E-Filing web page.

- You will be asked to select a Password Hint Question and Response during your initial User Account registration.
- If you remember your User ID and you either forgot or need to reset your password, the system will require you to supply your chosen User ID, your Password Hint Question, your Response to this question, and your date of birth before allowing you to create a new password.

Forgotten Password

Please provide information for the items marked * below and then select **Next**.

User ID: *	<input type="text"/>
Password Hint Question: *	<input type="text" value="Select One:"/>
Enter Response: *	<input type="text"/>
Date of Birth: *	<input type="text" value="MM"/> <input type="text" value="DD"/> <input type="text" value="YYYY"/>
<input type="button" value="◀ Back"/> <input type="button" value="Next ▶"/>	

Please read our [Secure Site Statement](#).

For assistance or questions regarding this form, please call our National Customer Service Center at 1-800-375-5283 [TDD 1-800-767-1833].

Hint Question and Response, or other sensitive application and payment information you have submitted, please **DO NOT** respond to the e-mail or caller. Call 1-800-375-5283 to report the incident. Official USCIS correspondence will be through the regular USCIS communication channels.

Changing and Protecting Password

Your E-Filing system password expires 60 days from the date it was created or last changed. You must change your password **prior to** every 60 days to ensure your User Account remains active.

- Your password must be a new password that fits within the password parameters (as identified in *Creating a Password* section of this guide).
- There will NOT be a notification to change your password prior to its expiration.

E-Filing User Accounts will be deactivated, without any warning or notification, if:

- It has not been used for 90 consecutive days,
- or –
- 30 days have passed since the expiration of a User Account password.

Never share your E-Filing User Account information with anyone.

- Doing so gives them access to personal and possibly sensitive information that you have saved.
- If you receive an e-mail or phone request claiming to be from the USCIS and asking you to provide your personal E-Filing User ID, Password,